TIPA® for ITIL®

A Structured and Reliable Framework
for the Assessment of IT Processes
Based on ISO/IEC 15504 - ISO/IEC 33000

TIPA

TIPA - The IT Process Assessment Based on ISO/IEC 15504-33000

TIPA is a robust and internationally-recognized framework that uses the principles of the ISO/IEC 15504 standard (soon to become ISO/IEC 33000) for IT process assessment within an organization. The TIPA framework offers a turnkey solution to determine the maturity levels of IT processes that are aligned with IT best practices such as ITIL®, and supports process improvements.

ITIL ®

ISO/IEC 15504

TIPA ® for ITIL

TIPA is the product of ten years of research of the Public Research Centre Henri Tudor in Luxembourg in response to the need for a standardized process assessment method in the field of IT Service Management. TIPA is now maintained by the Luxembourg Institute of Science and Technology (LIST) formerly Tudor.

With the goal of achieving continuous improvement of ITSM processes, TIPA for ITIL offers a vendor-neutral and structured framework for process assessment.

Assess and Improve Processes

TIPA helps organizations to:
- Identify their strengths, weaknesses, and areas of improvement
- Set the objectives for an improvement initiative
- Monitor the progress and demonstrate the merits of improvement actions
- Determine the maturity level of their IT processes

Aligned to ITIL, the most commonly acepted best practice in the field of IT Service Management, TIPA provides ITIL users with a solid assessment method which can be used to perform:

Maturity Determination (Internal)	Process Improvement (Internal)	Partner's Capability Determination (external)
• To compare to ITIL reference • To determine Process Maturity • To prepare for ISO/IEC 20000 certification	• To Identify strengths and weaknesses to target improvement • To structure the improvement initiative and setup priorities • To measure the progress	• To support provider selection according to business goals and customer requirements • To benchmark partners

TIPA Is an Internationally-Recognized Framework

TIPA has been adopted in 24 countries where over 200 assessors conduct TIPA assessments across the globe to initiate improvement programs within organizations.

Benefits of TIPA

For Organizations Where Assessments Are Performed

Vendor Neutral: Offers a vendor-neutral, structured and repeatable evaluation method

Objective: Enables process improvement through goal-setting and objective measurement leading to improvement of ROI on ITSM projects

Standard: Allows standardization to compare process maturity with other organizations in the industry

For Consultants and Organizations Performing Assessments

Powerful Toolbox: Offers a turnkey solution that uses an open assessment framework and supporting tools

Open Framework: Offers a standard for process benchmarking without adopting a competitor framework

Strong Brand Association: The right to use the TIPA trademark for commercial purposes and listing on the official TIPA website.

A Flexible Approach

The TIPA framework proposes three classes of assessment that allow tailoring the assessment method to the purpose and context of a specific assessment project. The class of assessment reflects the amount of effort needed to perform the assessment with regard to the level of confidence expected on the results.

The TIPA Toolbox

The TIPA toolbox is a collection of tools and templates that support all phases of a TIPA assessment. The toolbox with guidance is provided to all certified TIPA Assessors and Lead Assessors to aid their assessment projects from start to finish.

- TIPA Process Assessment Model
- Project Management Toolset
- Questionnaires

- Process Rating Toolset
- Assessment Report Template
- TIPA Presentation Templates

TIPA Assessors Training & Certifications

The Certified TIPA Assessor has the ability to perform a process assessment based on the TIPA Method and under the leadership of a TIPA Lead Assessor.
3 day Classroom or Virtual Classroom + exam

The Certified TIPA Lead Assessor is the project manager of the TIPA assessment project. He/she leads the team of TIPA Assessors and is accountable for the assessment results.
2 day Classroom or Virtual Classroom + exam

Why Choose TIPA

Affordable

TIPA has adaptable price points, which make it a framework of choice for IT Service Management. These attributes ensure that it can be implemented in small, medium and large organizations.

Ready-to-Use

TIPA provides supporting tools to perform a standardized, structured, objective, and repeatable assessment of IT processes.

Extremely Robust

TIPA is the outcome of more than ten years' research and is still evolving.

TIPA Handbook

"ITSM Process Assessment Supporting ITIL"
The book is available at http://www.vanharen.net/category/it-service-management/tipa/

About LIST

A key player in research and innovation in Luxembourg, the Luxembourg Institute of Science and Technology (LIST) covers with its 630 employees the domains of materials, environment and IT. As an RTO (Research and Technology Organisation) and with its interdisciplinary impact-driven approach, LIST contributes to the development of Luxembourg's economy and society.
Learn more about us at www.list.lu and follow us on Twitter at @LIST_Luxembourg

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